

NETWORK MANAGER REPORT



MAY 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

May proved to be a very busy month for AI. During the month, the team was able to finalize the newest version of alabama.gov while launching two new agency applications and four change management updates. The project queue remains full, keeping AI on track to reach 20 applications by the end of the year.

Highlights for the month were:

- AI launched the Children's Health Insurance Program IVR system for the Alabama Department of Public Health in mid May. This allows users to pay their children's health insurance over the phone. Within the first two weeks of the application launch, it processed over \$3,000.
- The Alabama Secretary of State online Uniform Commercial Code filing has increased 23% since May 2009. This service benefits lenders or businesses that frequently submit or search UCC filings with the Alabama Secretary of State.
- Alabama Interactive updated two applications in May for the Alabama State Board of Chiropractic Examiners. The License Renewal and License Verification updates will increase the functionality for users as well as allow them to provide additional, useful information to the Board such as Bachelor Degree criteria.
- AI worked diligently through the month to put the finishing touches on the new alabama.gov portal. Alabama Interactive is excited about displaying the new look, feel and functionality of alabama.gov version 8.
- The Alabama Department of Social Work Examiners license renewal application experienced a 47% increase from May 2009 to May 2010. This application allows social work examiners to renew their license with the board online.
- The Alabama Department of Revenue Trip and Fuel application had a 33% increase in transactions when compared to May 2009 processing over \$11,000. This application allows users to purchase Trip and Fuel permits online.
- The Alabama Department of Public Health, EMS Provider Renewal Service application experienced a 54% adoption rate in its first year. Since May 2009, 2,400 renewals have been completed online out of a possible 4,419 active EMS providers. This application allows brick and mortar facilities such as fire departments or ambulatory services to renew their license online.

Marketing

In May, the main focus of the marketing team was on the corporate marketing conference. Each year one of NIC's state portals is chosen to host the marketing directors, general managers and project managers for a three-day conference. This year, five Alabama Interactive representatives were present at the conference in Austin, Texas. While in Austin, the team was able to network with other portals and participate in conference breakout sessions. The team learned about numerous innovative ideas being incorporated by other around the country. The marketing team intends to contact existing and potential agencies to present some of these ideas in hopes of providing agencies with the most current technology and opportunities.

Customer Service

May was a much quieter month than April due to the close of tax season. The customer service team at AI answered 113 live chats and 286 support emails during the month. A majority of the chats were regarding the status of state income tax refund checks.

The Alabama Interactive customer service team was able to assist a number of constituents with questions regarding online applications. Belinda Mayfield was experiencing difficulties processing an online inmate deposit payment, when she contacted our customer support team for help. She was very excited with the quick response and stated, "Thank you so much for your time. I appreciate your help."

Customer service extends past answering calls and emails from constituents; AI's customer service team is also here to support our agencies. Neal Hearn with the Alabama Department of Revenue was experiencing some issues with the Construction Fee Return reporting application. AI's support team quickly responded and had the application functioning correctly, which led to Mr. Hearn's response "Thanks again for all AI does for us."

Development

During the month of May, the AI Dev-Share team focused on two main topics – push notifications and mobile applications. The Development team discussed ideas and methods of implementing push notification technologies in Alabama Interactive's applications. A large part of this review was spent brainstorming various ideas, the feasibility of the technology and its impact on server load and resources. The ultimate goal is to utilize push notification technologies in order to efficiently provide updates to users within AI's applications while creating the smallest impact on the servers to maximize performance and user experience.

The team also revisited the topic of mobile application development. They continued to discuss and fine-tune their layout, design and implementation strategies for mobile applications optimizing many of AI's existing applications. The team has already completed a handful of applications and is using those as test cases to finalize their mobile-optimized application development plan.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in agency testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010

Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite of existing application	This application is in agency testing	May 2010
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in pre-project phase	June, 2010
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows users to purchase emergency permit online	This application is in the development phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010

Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in pre-project phase	May, 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in pre-project phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	This application is in pre-project phase	TBD
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Secretary of State	Corporation Certificate of Existence	Allows corporations to obtain a Certificate of Good Standing online	This application is in the development phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	CRNA – Rewrite	Apply for CRNA license online	This application is in testing	TBD
Alabama Board of Nursing	Exam – Rewrite	Allows licensees to apply for exam online	This application is in testing	TBD
Alabama Board of Nursing	Military Actively deployed – Rewrite	Allows licensees to renew online	This application is in testing	TBD
Alabama Board of Nursing	Name/ Address change - Rewrite	Allows licensees to request a new card online	This application is in testing	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010

Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Board of Nursing	Data Download	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Nursing	Fee/Fine	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	This application is in pre-project phase	May, 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Optometry	License Renewal	Updates to existing application	This application is in pre-project phase	TBD

SERVICE REQUESTS

Alabama Department of Environmental Management General Invoice Payment

Alabama Interactive requests and recommends this service for the Alabama Department of Environmental Management be added to the network. The payment application will be a transaction fee service and will be developed at no up front cost to the Board.

MONTH IN REVIEW

Total AI Network Transactions:	174,159
Average Successful Request per Day:	5,618
Total alabama.gov Visitors:	140,626
Total alabama.gov Page Views:	318,204
Total alabama.gov Chats or Offline Messages from Live Help:	113
Total AI Customer Support Emails:	286

OPERATIONS & ADMINISTRATION

In May, Dana Rowzee, along with Directors of Marketing from the Utah and Arkansas, was a featured presenter at the NIC Marketing Conference. The presentation highlighted the past, present and future of mobile technology. Other portals around the country showed significant interest in mobile applications and look forward to learning more about mobile functionality and developing on mobile platforms in their state.

OTHER BUSINESS/IN CLOSING

In closing, May saw the launch of the completely redesigned alabama.gov. We are very optimistic about our chances in this year's Center for Digital Government's Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

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